

ZOOM INTRUDER ACTION PLAN

WHEN ONE OR A FEW INTRUDERS HIT...

1. **Host and Co-hosts** (whoever notices): put zoom bomber(s) in Waiting Room & let other Host / Co-hosts know what you did via Chat. Delete any offending chats.
2. **Host:** if there was no noticeable disruption, do not say anything – the meeting goes on as usual
3. **Host:** If there was a noticeable disruption to the meeting, let attendees know what happened, assure attendees they are safe, and resume the meeting with as little disruption as possible. Stay alert to further disruptions.

WHEN MULTIPLE INTRUDERS HIT...

1. **Host:** Click on the Shield and click on "Suspend Participant Activity"
 - a. **Host and Co-host 2 – Lowering Hands Co-host** put *all known Zoom Bombers* into the Waiting Room
2. **Co-host 1 - Waiting Room Co-Host:** Unmute and read a predetermined script. "Good morning, this is _____, one your Co-hosts. You may be wondering what is going on at the meeting right now. The meeting has been disrupted by some intruders known as Zoom Bombers and the host has suspended all participant activities.

At this time you are unable to unmute, show your video, or use the Chat. You can still hear the Host and Co-hosts and see any Chat messages from us. No one new can come into the meeting, however anyone who wishes to, may leave.

You may feel unsettled right now. Please know that you are perfectly safe. Take some deep breaths pray, meditate, and ask HP what is in your best interest, --- to stay or leave the meeting. No matter what you decide, do whatever you need, to take good care of yourself, just as we are doing, to take good care of the meeting. The meeting will resume as soon as we are sure that all of the intruders have been removed."

3. **Host and Co-host 2 – Lowering Hands Co-host:** Monitor Chat, Videos and look for any *suspicious people* in the room. Put intruders in the Waiting Room. Delete any offending chats.
4. **Co-host 1 - Waiting Room Co-Host:** To fill this time, reassure the members that are present, to encourage them to breathe. They can leave messages in Chat or speak to the members even while the meeting is in lock down. They might suggest that this time be spent in a quiet meditation or might say the Serenity Prayer, or read from one of the daily readers or favorite passage, while the Host and other Co-host take measures to safeguard the meeting. Leave it up to the Co-host about what they wish to do or say during this time.
5. **Host and Co-hosts:** Continue to monitor the Chat and Videos and put intruders into the Waiting Room.

AFTER ALL KNOWN ZOOM BOMBERS ARE IN THE WAITING ROOM...

1. **Host:** Tests the waters... and "Allows Chat" with Host and Co-host only
 - a. **Host and Co-hosts** watch for any disturbing Chats and immediately put such person(s) into the Waiting Room

2. **Host** "Allows Share Video"
 - a. **Host** and **Co-hosts** watch for any disturbing pictures, gestures etc. immediately put such person(s) into the Waiting Room
3. When the room is secure the **Host** lets Co-hosts know it is ok to proceed with the next phase

RESUMING THE MEETING AFTER MULTIPLE INTRUDERS...

1. **Host: Does Not** "Allow to Unmute", for the rest of the meeting
2. **Co-host 1 - Waiting Room Co-host:** read a predetermined script and also put it into the Chat.
 - a. "Thank you for hanging in there with us. We believe we have secured the meeting and we'll start shortly. Because of the today's Zoom Bombing, we are taking higher security precautions. For today, we have limited the Chat and the ability to unmute. If you would like to share or read during the meeting, please use the "Raise Hand" feature or raise your physical hand. When it is your turn, we will ask you to unmute."
3. **Co-host 2 – Lowering Hands Co-host:** When someone raises their hand, ask them to unmute and monitor the speaker during their share. Immediately mute a speaker if anything inappropriate is said and put the person into the Waiting Room.
4. **Host and Co-hosts** continue to monitor room and Chat for intruders

BEFORE THE MEETING CLOSES...

Waiting Room Co-host: Paste this in the Chat about 10 minutes before the meeting closes and say also during the last call for pitches.

"Don't underestimate the effect of today's Zoom Bombing. Even if you are not feeling anything right now, it is suggested that you pray, journal and talk about your experience. We'll stay after the meeting to help you debrief and answer any questions you may have. It may also help if you talk with your sponsor and other members who have been through a zoom bombing."